

Medical Reserve Corps Volunteer Orientation

Jennifer Freeland

State Volunteer Coordinator

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Why you are here

1. Application
2. Orientation
3. Background Investigation
4. Training
5. Team Assignment
6. Deployment

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What will you learn today?

- ★ Understand MRC purpose and mission
- ★ Overview of public health and emergency response related to COVID-19
- ★ Understand volunteer roles, responsibilities and protocols
- ★ Understand volunteer & training systems
- ★ Next steps

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MRC History & Facts

- After 9-11, a surge of
 “What can I do to help?”
- Emergency System of the Advance Registration of Health Care Professionals
- MRC National program is housed in the Department of Health of Human Services, Assistant Secretary for Preparedness and Response’s Office of Emergency Management

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What is MRC?

The Virginia MRC Program is an entity of Virginia Department of Health. Sponsored by the Office of Emergency Preparedness and each local health district.

In Virginia, supported with grants CDC's Public Health Emergency Preparedness, ASPR's Hospital Preparedness, NACCHO and localities.

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VA MRC Mission

Community volunteers prepared to support ongoing public health initiatives and emergencies in localities throughout Virginia.



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Public Health



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Public Health in Emergencies

- ★ Coordinates medical, public health, mental health, and emergency medical services
- ★ Conducts active disease surveillance and investigations
- ★ Establishes procedures for mass or mobile clinics for prophylaxis, vaccination and pharmaceuticals
- ★ Support mass care/shelter operations (medical special needs)

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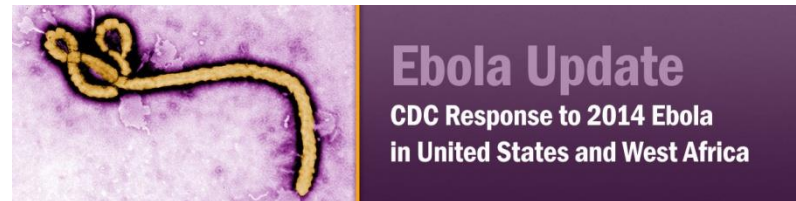
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Declared Public Health Emergencies

- ★ Pandemic (H1N1) 2009-10
- ★ Ebola Virus Disease
- ★ Zika Virus Disease 2016 – 17
- ★ Opioid / Addiction 2016 -



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COVID-19 Timeline

- ★ December 2019 – Detected in China
- ★ March 7th – 1st VA Case
- ★ March 11th – WHO Pandemic
- ★ March 12th – State of Emergency
- ★ March 30th – Stay Home Order
- ★ April 28 -Phase 1 Reopening
- ★ June 1 – Phase 2
- ★ June 30 – Phase 3

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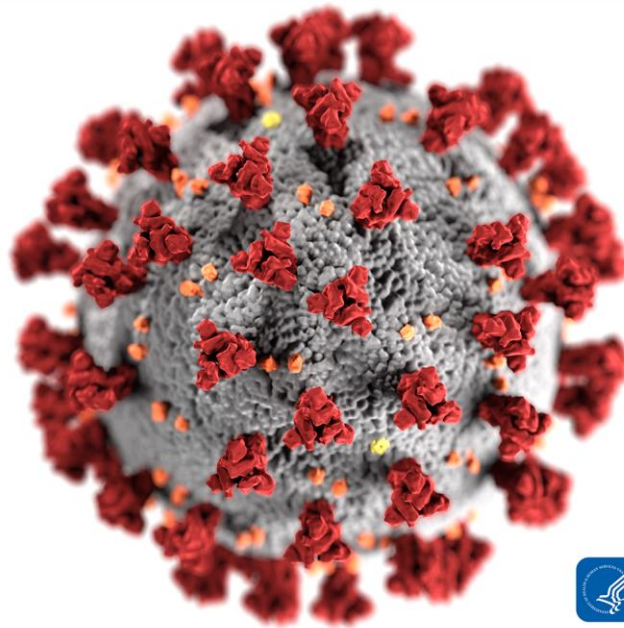


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COVID-19 Information

VDH Website

<http://www.vdh.virginia.gov/coronavirus/>



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COVIDWISE

ADD YOUR PHONE TO THE COVID FIGHT HELP VIRGINIA STOP COVID-19

Download Virginia's free **COVIDWISE** Exposure Notifications app to help protect your community while protecting your privacy.



Supported on iOS 13.5 & 13.6, compatible with iPhone.



Supported on Android Version 6 (API 23) or above.



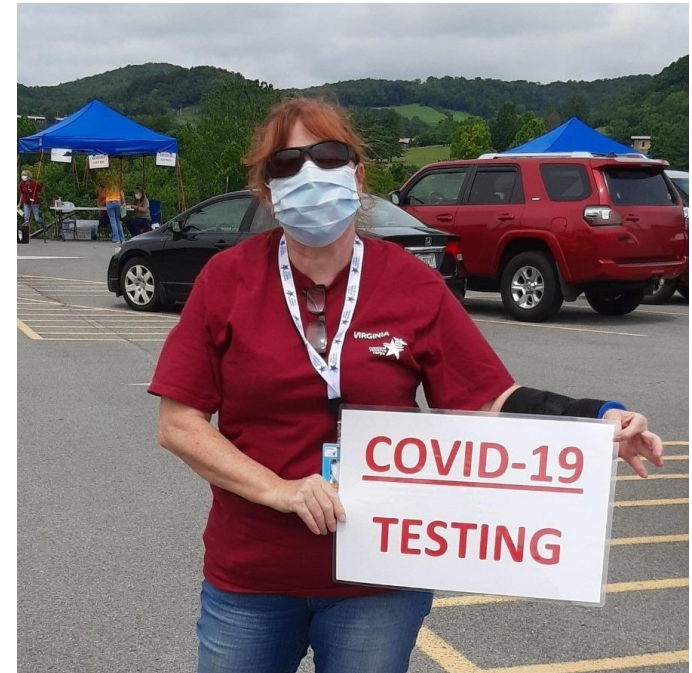
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Public Health COVID-19 Response

- ★ Contact Tracing & Epidemiology
- ★ Public Information
- ★ Infection Prevention
- ★ Testing
- ★ Medical Surge
- ★ Vaccination



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Our response February 9 – June 30



\$2.2 MILLION

in workforce savings for
volunteer contributions of
knowledge and skills



75,448 HOURS

dedicated to support
COVID-19 response efforts



VA MRC volunteers served
their community by fulfilling

18,819

DEPLOYMENTS



Alerted volunteers of
deployment opportunities

87,011 TEXTS

sent in June 2020

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Contact Tracing & Epidemiology



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Public Information



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Public Information - Outreach



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Information & Mask Distribution



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Virtual Volunteers

- ★ Epi Investigations
- ★ Facility PPE Surveying
- ★ Mental Health Resiliency
- ★ Online Training
- ★ VVHS Support
- ★ Social Media



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Infection Prevention



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Infection Prevention



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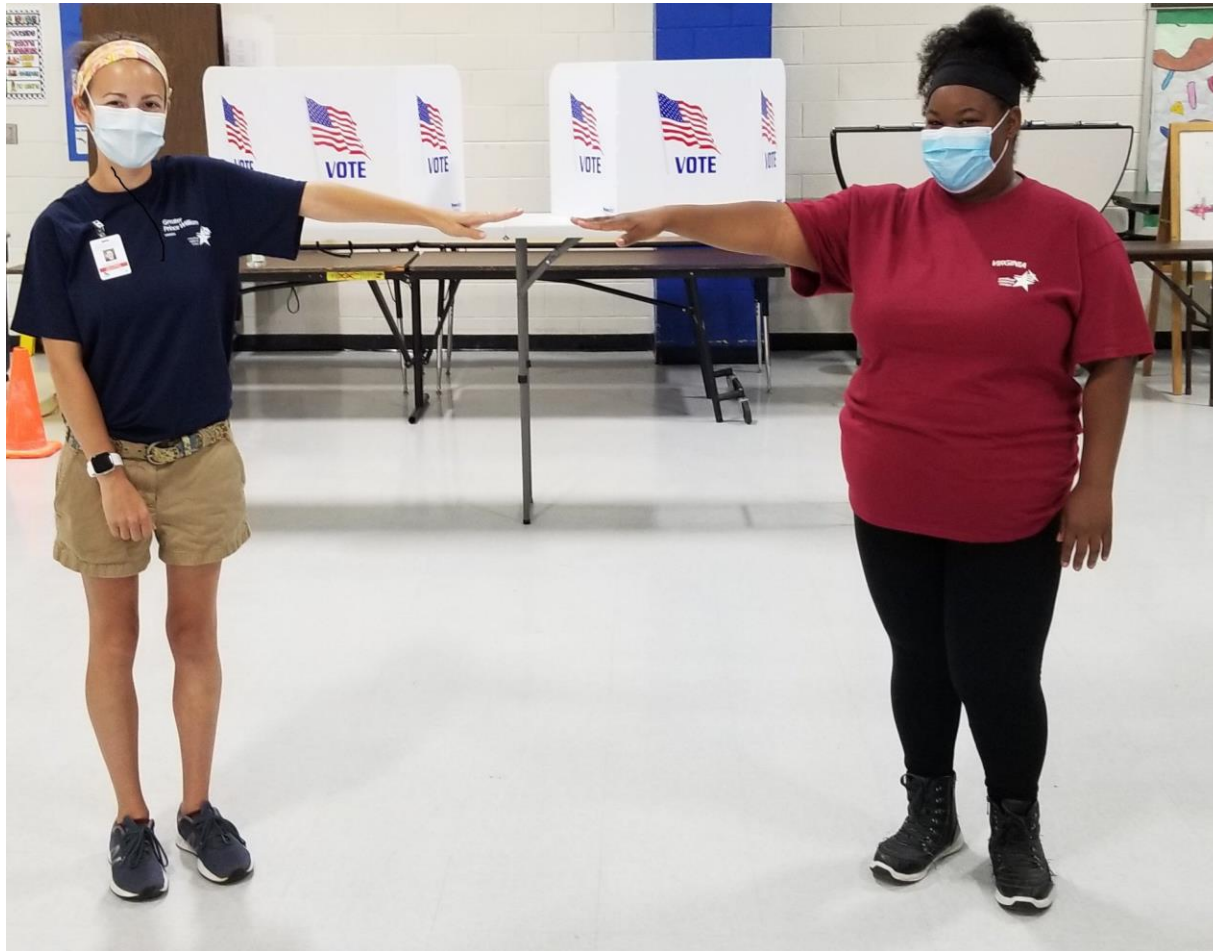


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Infection Prevention



IPA - Elections



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Community Testing



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Community Testing

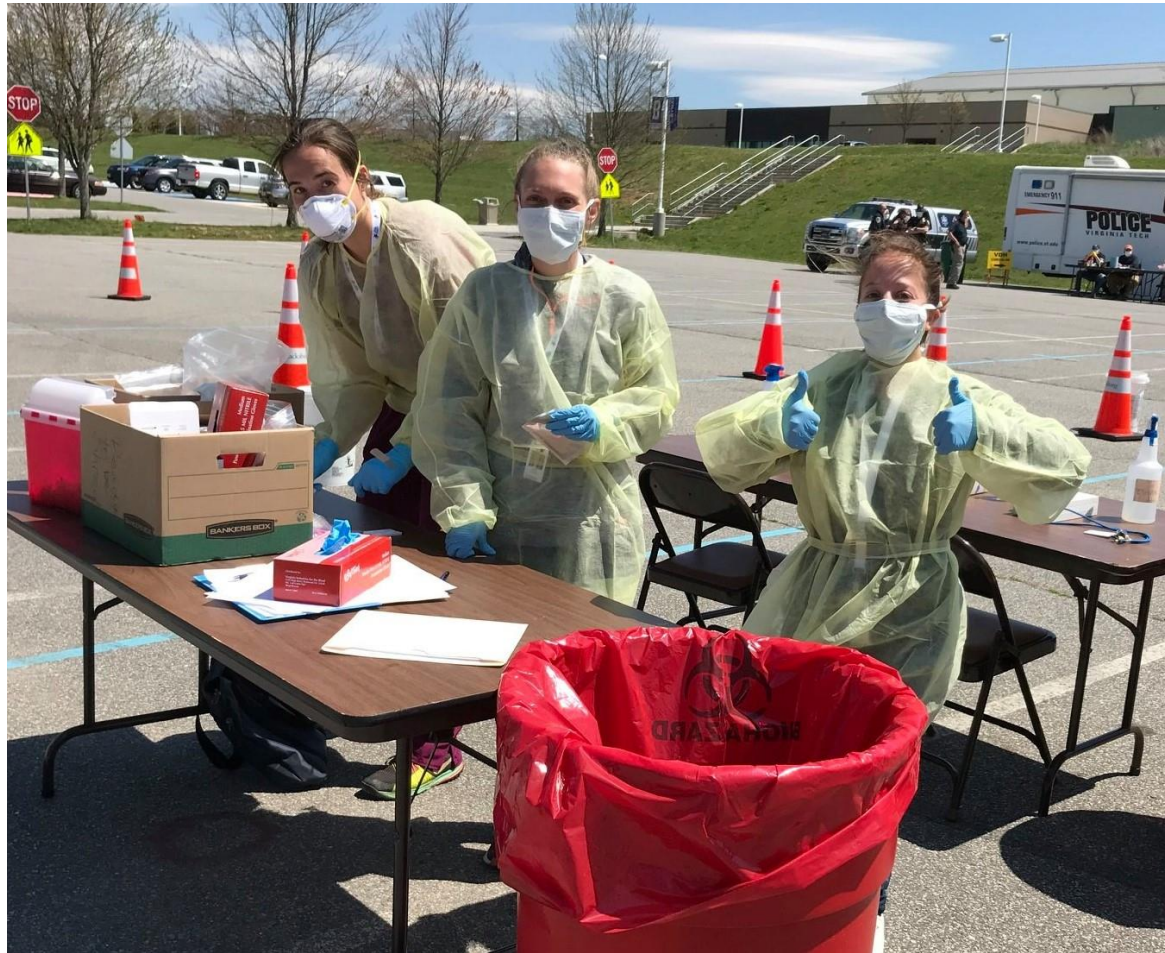


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Community Testing



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Long-Term Care Facilities



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Medical Surge

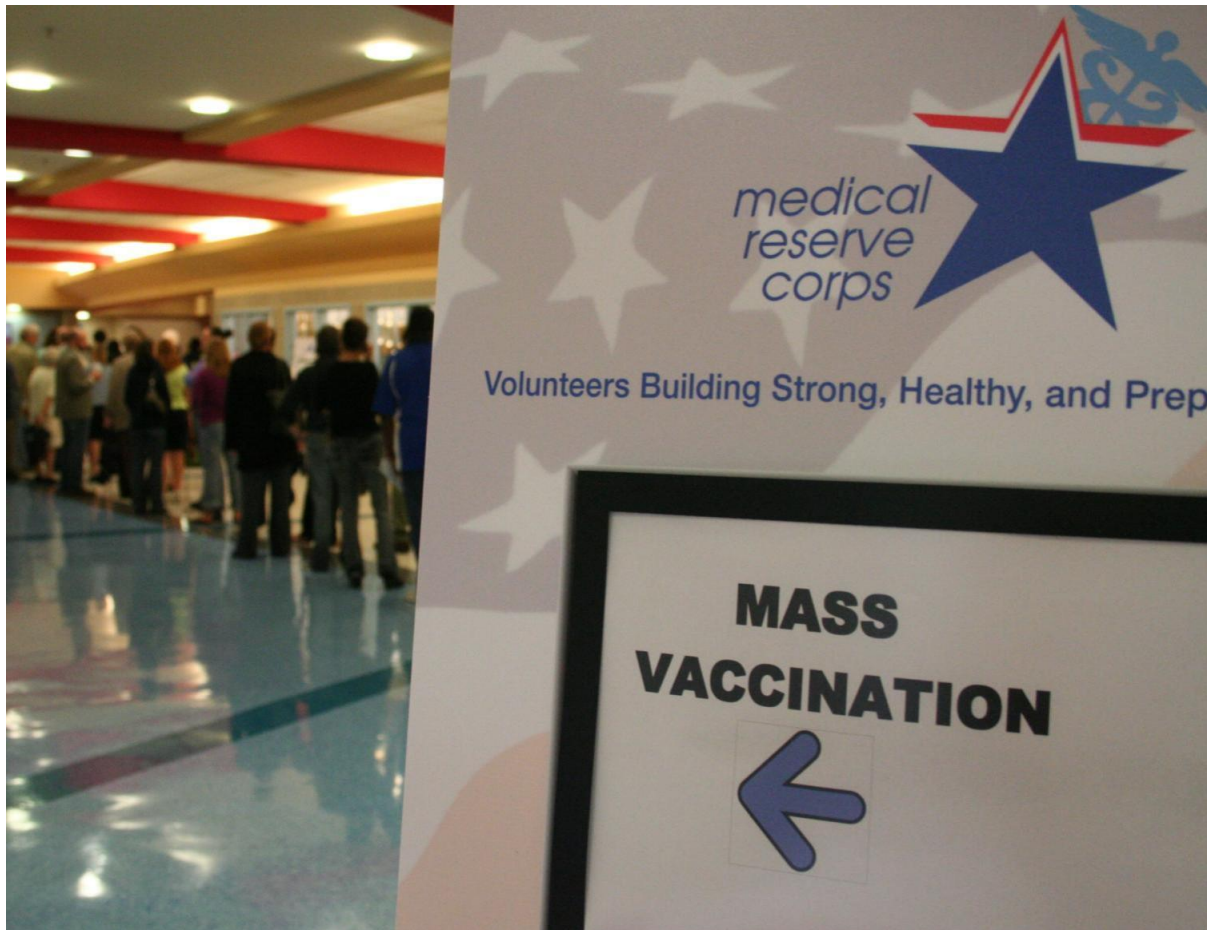


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Vaccination



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School Immunizations

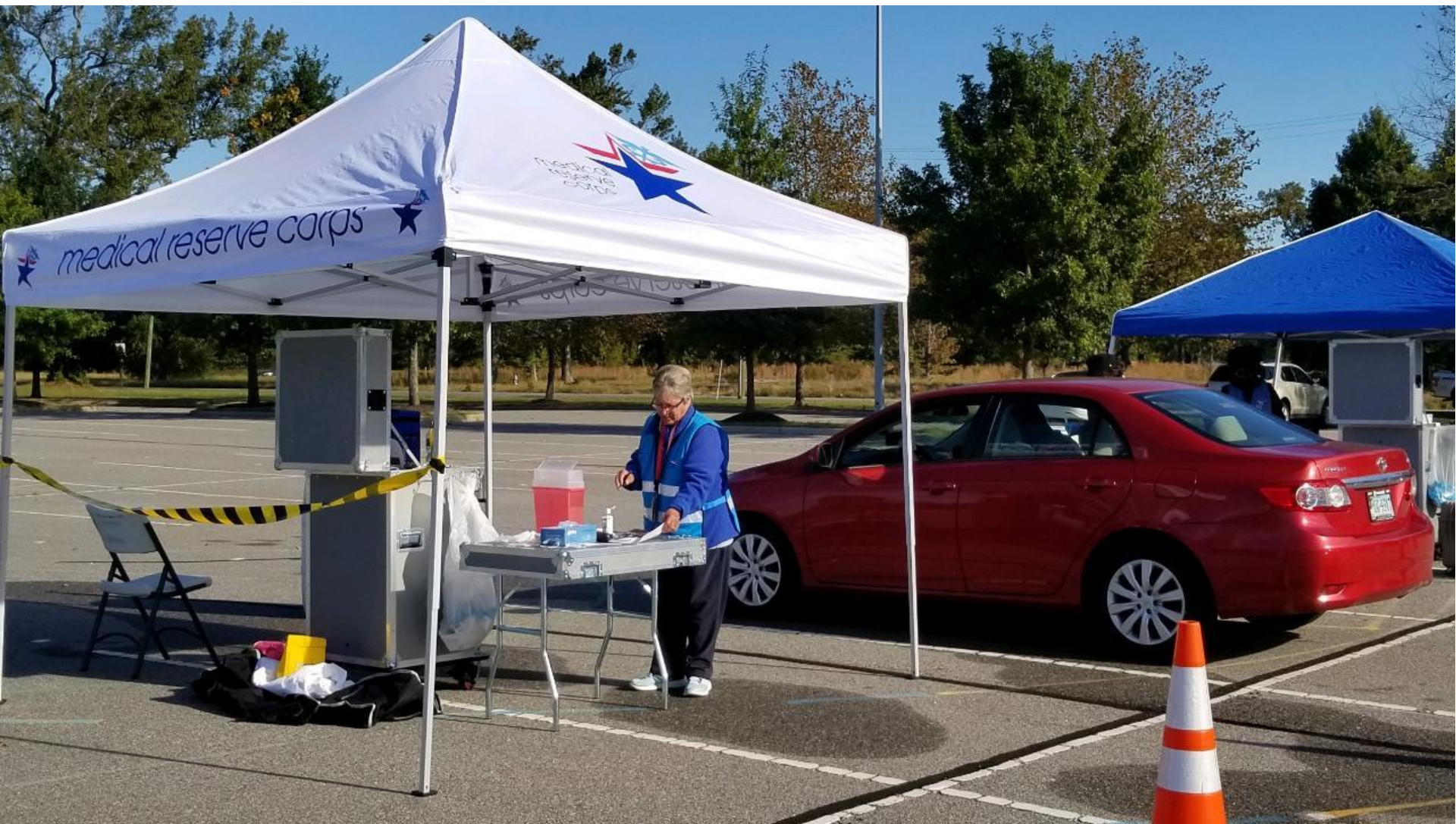


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Flu Immunization



COVID-19 Vaccination



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Why volunteers?

- ★ Limited workforce
- ★ Skills
- ★ Caring
- ★ Expand Capacity
- ★ Support & Medical



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Who is needed?

- ★ Level of Care
- ★ Type
- ★ Location
- ★ Quantity
- ★ When



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VA MRC Volunteer Membership



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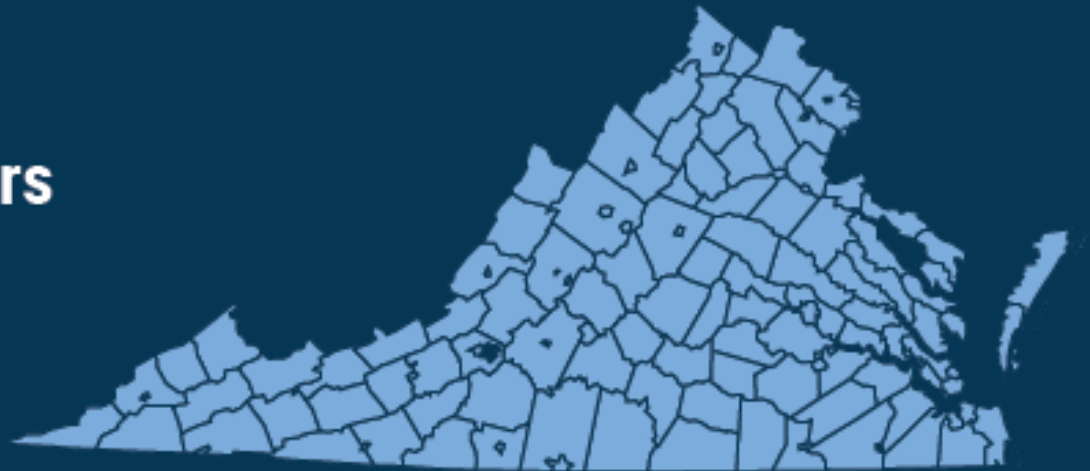
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VIRGINIA MRC VOLUNTEER CAPACITY

AS OF AUGUST 17TH, 2020

17,493 Total
Approved Volunteers

22 Virginia
MRC Units



Deployable Volunteers

| | | | | | | | |
|---|--------------|---|---|--------------|---|---|---------------|
|  | 6,370 | + |  | 5,723 | = |  | 12,093 |
| Medical | | | | Support | | | Deployable |

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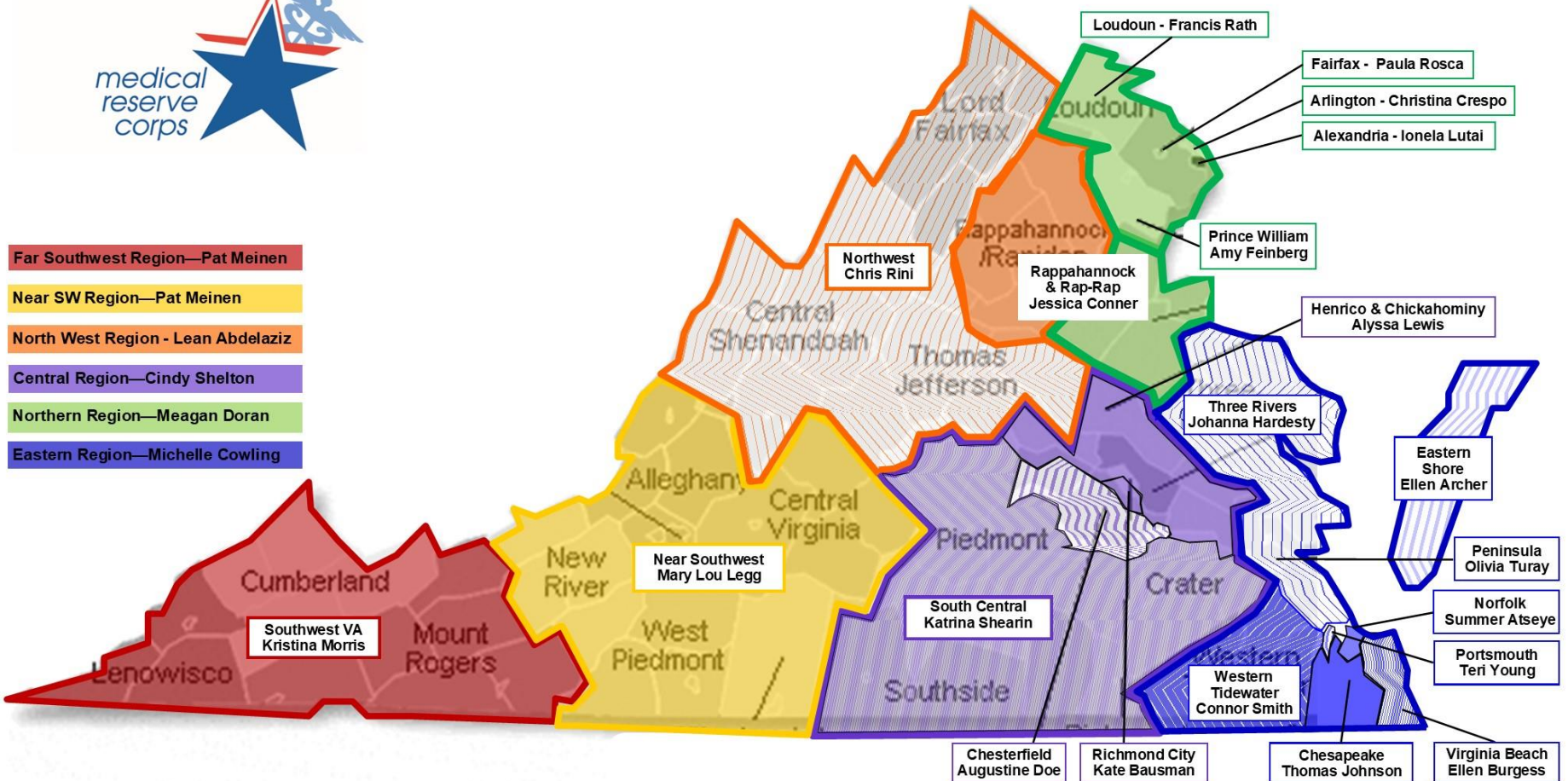


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Who is your coordinator?

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Healthcare Professionals

- ★ Physicians
- ★ Physician Assistants
- ★ Nurse Practitioners
- ★ RNs & LPNs
- ★ Nurses Aides
- ★ Pharmacists
- ★ Mental Health Professionals
- ★ Dentists
- ★ Veterinarians
- ★ Vet. Techs, and Assistants



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Non-medical Support

- ★ Teachers
- ★ Clergy
- ★ Social Workers
- ★ Interpreters
- ★ Office & IT
- ★ Telecommunications



★ **Everyone** has something they can offer to the MRC!

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MRC Member Expectations

- DO NOT self-deploy
- Complete training
- Respond to alert notifications
- Be dependable
- Maintain current information
- Requirement - Commitment
- Represent the MRC

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***Do NOT respond to any
emergency unless requested and
officially deployed by MRC.
If you self-deploy, you will be
removed from the Corps and be
held liable for any actions.***

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Public Communication

As a representative of VDH,
DO NOT talk to the press without
notifying the Public Information Officer
on site or your MRC Unit Coordinator.

When in doubt ASK!

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HIPAA

As a volunteer performing duties for VDH, you will have access to the protected health information (PHI) of our patients/clients. The fact that an individual is or was a patient/client of VDH is PHI.

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Liability Coverage

While they are acting under the direction of VDH, and within the course and scope of their assigned emergency and disaster response activities, MRC volunteers are eligible for the same liability protection available to state employees. MRC and CERT volunteers "shall enjoy the protection of the Commonwealth's sovereign immunity to the same extent as paid staff."

<http://www.vdh.virginia.gov/mrc/legal/>

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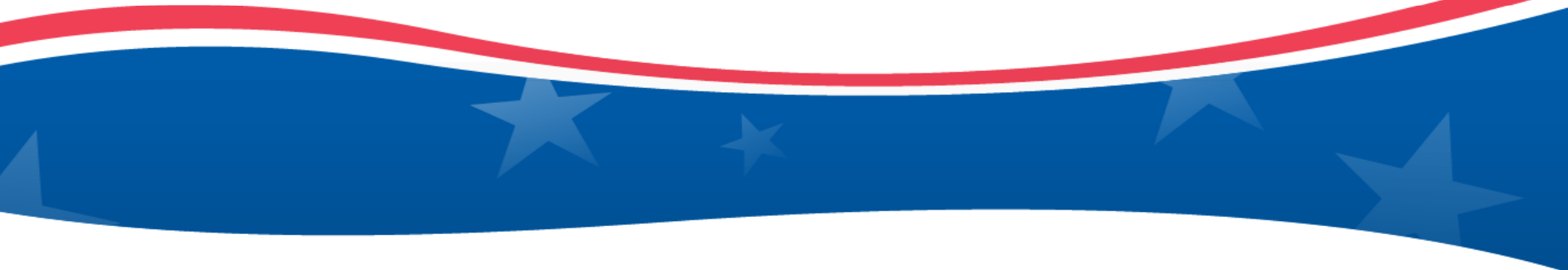


Who has access to your info?

- Managed by MRC Coordinators, Emergency Coordinators and State Volunteer Coordinator
- Health department staff on need to know
- When you registered, you agreed to allow us to share your information if necessary for deployment

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Virginia Volunteer Health System

www.vamrc.org/vvhs

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VVHS: www.vamrc.org/vvhs

Secure | <https://vvhs.vamrc.org/?fw1pk=1>



[Home](#) [Volunteer](#) [FAQs](#) [Contact Us](#)

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Welcome To The Virginia Volunteer Health System

Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

[Register as a New Volunteer](#)

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?

- [? Frequently Asked Questions](#)
- [✉ Contact Us](#)

Please Sign In

jfreeland

.....

[Sign in](#)

[Trouble Logging In?](#)

Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password. Instead, contact your coordinator via [Contact Us](#).

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You in the Virginia Volunteer Health System

VDH VVHS Virginia Volunteer Health System

DashboardMy AccountSign Out

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Dashboard

Alerts

Deployment Report

Training Report

Dashboard

Your Recent Alerts

You have not been sent any alerts in the past 90 days

My Account


Alerts0

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Collapse Menu 

 Dashboard

 Alerts

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 Training Report

Volunteer: | **SUPER star VOLUNTEER**

[Dashboard](#) > [Volunteer List](#) > [Robin Boothe](#)

Overview

Contact Info

Credentials

Additional Info

Administration

Training

Deployments

Settings



SUPER star VOLUNTEER

Member Since: 05/03/2011

MRC Volunteer Level: Level 2

Medical/ESAR-VHP Level: Level 1

DHP Licenses:

Number: -----
Occupation: Registered Nurse
Expires: 05/31/2019

District: Portsmouth

Phone:

Email:

MRC Badge Issued: 05/26/2012

Application Status:

Last Modified:

Modified By:


Username:

Date of Birth:

 Deployments 49


 Total Alerts 204


 Available 113


 Unavailable 45

 Response Rate 77%

 Security Emails:

 Username

 Password


 Security Question


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Change Your Information

 Deployment Report

 Training Report

[Overview](#) [Contact Info](#) [Credentials](#) [Additional Info](#) [Training](#) [Deployments](#) [Summary](#)

Personal Information

 [Edit](#)

Legal Name: Zeus A Freeland

Maiden Name:

Preferred Name: Zeus

Date of Birth: 09/15/2016

What area would you like to serve?

What localities would you like to serve?

Primary Email: zeus@fortfreeland.com

Secondary Email:

Gender: M

Race: Other Race or Multi-Racial

Photo (headshot):



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Personal Information

* Name:

Zeus

A

Freeland

* Legal First Name

Middle

* Last

Maiden Name:

* Preferred Name:

Zeus

* Date of Birth:

09/15/2016



* Primary Email:

zeus@fortfreeland.com

Secondary

* Gender:

☐ Female ☒ Male

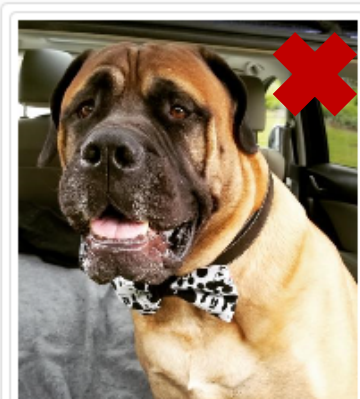
* Race:

Other Race or Multi-Racial



Photo (headshot)

(Optional) Upload a headshot similar to a passport photo to be used for your identification badge.



Select image



Save

* Primary Phone:

(999) 999-9999

Home - Primary ▼

Secondary Phone:

(666) 666-6666

Home - Secondary ▼

 Save

Phone and Text Alerts

 Cancel

The number entered below will be used for receiving phone and SMS text messages for emergencies, exercises and other important information. In addition to phone and SMS text messages, an email notification will be sent. Note: SMS charges may apply. See carrier details.

Phone Number

(888) 888-8888

Phone Type

Home - Primary ▼

Messages

☐ Both ☒ Phone/Voice ☐ SMS Text Remove

(666) 666-5555

Cellular - Primary ▼

☒ Both ☐ Phone/Voice ☐ SMS Text Remove Add Phone

Acknowledgment that message and data rates may apply based on carrier and individual cell phone plans was completed on 11/16/2016 at 9:43 AM.

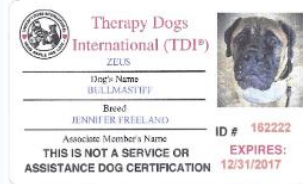

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Credentials - ID

Identification Verification Cancel

| ID Type | License Number | Organization | State | Document | Expiration |
|---------------------------------|----------------|--------------|-------------------|--|--|
| Driver's License ▼ | 9+8+4984+849+ | DMV | VA ▼ | <div><div>Change Remove</div></div> | 09/14/2016  |

☐ Verified | Comments


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Credentials – License & Certification

Licensure



 DHP License Check

| Credential Type | License Number | State | Issuing Organization | Document | Expiration |
|----------------------|----------------|-------|---|--|--|
| Healthcare License ▾ | 5732753753 | VA ▾ | Virginia Department of Health Professor ▾ | <div>Add Document</div> <div>Select an image or PDF less than 5MB.</div> | <div>mm/dd/yyyy</div> <div></div> <div> Remove</div> |


☐ Verified | Comments

 Add Credential

Current CPR & Life Support Certifications

| Certification Type | Issuing Organization | Expiration |
|--|------------------------------|--|
| Adult/Child CPR, AED and Basic First Aid ▾ | American Heart Association ▾ | <div>06/30/2020</div> <div></div> <div> Remove</div> |

☐ Verified | Comments

 Add Certification

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Preparing to Respond



TRAINVA - www.train.org/virginia



The TRAIN Virginia learning management system is designed to improve public health workforce and MRC volunteer competencies and to provide access to Virginia and national public health educational sources.

www.train.org/virginia

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TRAINVA - www.train.org/virginia

TRAIN Virginia

Once your volunteer application is approved,
a TRAIN account is created for you within
24 hours.

DO NOT CREATE ANOTHER ACCOUNT!!!

If you have trouble with TRAIN, please
contact the TRAIN administrator at
va_admin@train.org.

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TRAINVA - www.train.org/virginia

- ★ Pursue the training needed to be confident in the field.
- ★ Take training that interests you when you are available.
- ★ Complete training plans for specific teams
- ★ CEUs are provided for some courses
- ★ You have access to your training records
- ★ Go to TRAIN via your VVHS account
- ★ Do NOT create a TRAIN account

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Training To Complete Now


- ★ Incident Command System IS-100.C
- ★ National Incident Management System IS-700B
- ★ Psychological First Aid
- ★ Epidemiology courses





<http://www.vdh.virginia.gov/mrc/training/>

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-  [Training Report](#)

Volunteer: Devin Bean





[Dashboard](#) > [Volunteer List](#) > [Devin Bean](#)

- [Overview](#)
- [Contact Info](#)
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- [Additional Info](#)
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- [Summary](#)

 [PDF Training Summary](#)

Training Account Information

| | |
|--------------------------------|------------------------------------|
| TRAIN Virginia User ID: | VVHS65387 |
| TRAIN Virginia MRC Assignment: | Rappahannock Medical Reserve Corps |
| FEMA Student ID (SID) Number: | n/a |
| VDH Volunteer Start Date: | 09/14/2019 |

-  [Login to TRAIN VA ?](#)
-  [Send Request to Change Your MRC Unit](#)
-  [Submit Request for a FEMA Student ID](#)
-  [Find More information on Volunteer Training](#)

Competencies

Below is a list of the competencies and the dates you completed each:

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How are we activated?

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A graphic element consisting of several concentric, curved lines in a light blue color, resembling a stylized wave or a series of motion lines, positioned to the right of the text.



Activation

- ★ Volunteer request received
- ★ Volunteers are contacted through VVHS Alert system and requested to sign up for a role and/or shift
- ★ Additional information/instructions will be sent to approved volunteers via an additional alert or email

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Alert Notification

An alert is issued each time we have a volunteer request and can include:

- Community outreach activities, special training, notification drills and emergencies
- If you don't respond, you might get the same alert again.

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Alert Classifications

- ★ COMMUNICATION – Newsletter
- ★ AWARENESS – Head Up
- ★ READINESS – Available IF needed
- ★ ACTIVATION – You Are Needed
- ★ EMERGENCY – Declared Emergency
- ★ DEACTIVATION – Stand Down

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Responding to an Email Alert

Jennifer Freeland,

Volunteers needed to help with Special Olympics Virginia Healthy Athletes Center. Special Olympics is the largest global public health organization dedicated to serving people with intellectual disabilities. Special Olympics Virginia is seeking volunteers to help provide screenings and education for athletes.

[Please click here to confirm receipt and select your availability.](#)



Thank you for volunteering to protect Virginia's health!

Regards,
Kate Bausman
Richmond City Medical Reserve Corps and Clinical Linkages Coordinator
Virginia Volunteer Health System

Email: richmondcity@vamrc.org
Phone: (804) 205-3730

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Responding to an Email Alert

Email Message:

WHAT: MRC Orientation for new volunteers

WHEN: Thursday, June 7 from 6:30 to 8:30 PM

WHERE: Fairfax County Health Department, 10777 Main Street, 3rd floor, Fairfax, VA 22030

HOW: Registration: TRAINVa Course Code [1041920](#)

Additional Information: [IS 100](#), [IS700](#) - are two other training requirements and can be completed online (please forward your certificates of completion to HDMRC@FairfaxCounty.gov once you have completed the course).

If you have any questions or concerns, please do not hesitate to contact me directly at hdmrc@fairfaxcounty.gov.

Category:

Training

I'm Available For This Event

I'm Not Available For This Event

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Responding to an Email Alert

Event Choices

| Available | Location | Locality | Date | Time | Roles | Volunteers Needed |
|--------------------------|-----------------|--------------------|-----------|--------------------|------------------|-------------------|
| <input type="checkbox"/> | TC Williams HS | City of Alexandria | 6/27/2018 | 2:00 PM to 5:00 PM | Registered Nurse | 2 |
| <input type="checkbox"/> | Alexandria Elem | City of Alexandria | 6/28/2018 | 2:00 PM to 5:00 PM | Registered Nurse | 2 |

I'm Available For The Selected Events

I'm Not Available For Any Of These Events

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Other than email...

- If you answer the phone, you can choose 1 for available and 2 for unavailable.
- You can NOT respond availability via text, so please be sure to check your email.

You will always receive VVHS MRC phone messages from the same phone

#804-864-7200.

Save it in your contacts.

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I'm AVAILABLE

- ★ Qualified
- ★ Personally, Physically, & Emotionally READY
- ★ Can make the commitment



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Right for the Request

- ★ Understand nature of the request
- ★ Best practice standards and within your training and expertise



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Not Right NOW!

- ★ Sometimes us !!
- ★ To empathetic ??
- ★ Life events are chaotic right now ??
- ★ Assignment to assignment without a break



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COVID-19 Volunteer Risks

- ★ Are you high risk?
- ★ Wear PPE
- ★ Serve in lower risk positions



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**It's
OK
to Say NO!**

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When you go...

- ★ Voluntary
- ★ Represent the MRC, always wear ID badge and MRC shirt
- ★ Follow directions/instructions provided
Sign in and sign out to document hours
- ★ Job Action Sheets & Just-In-Time training
- ★ Wear appropriate and fit-tested PPE

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Best Laid Plans...

- ★ Change constantly
- ★ To hurry up and wait
- ★ Flexible
- ★ Rewarding work, but stressful and tiring



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Benefits of Saying YES



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Don't Forget

- ★ You represent the VDH and MRC
- ★ You will be ACTIVATED when needed
- ★ RESPOND to alerts
- ★ Only talk to the media IF it's coordinated with your MRC Coordinator or PIO
- ★ You will have a TRAIN account created
- ★ Standby for deployment

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What's Next?

- ★ Approved Application
- ★ Background Investigation
- ★ Identification
- ★ Online training
- ★ Mobilization
- ★ Demobilization



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Roll Call!

VA MRC Rocks!

**[www.vdh.virginia.gov/mrc/
orientation](http://www.vdh.virginia.gov/mrc/orientation)**

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Thank YOU

for choosing to volunteer with the
Virginia MRC!

We look forward to serving with you to
protect the health of Virginia!

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**Emergency
Preparedness**

The logo for the Office of Emergency Preparedness. It features the text "Office of Emergency Preparedness" in a blue, sans-serif font. To the right of the text is a graphic of three concentric, wavy lines in shades of blue and grey, suggesting motion or a signal.